

From: [Foi Enquiries](#)
To: [REDACTED]
Subject: EIR-17-1578 - Food Inspections
Date: 16 November 2017 16:30:12
Attachments: [Further Information - Right to Review & Appeal.pdf](#)
[EIR-17-1578 - Carluccio Re-visit Report 11-11-15.pdf](#)
[EIR-17-1578 - Chopstix Inspection Report 10-05-17.pdf](#)
[EIR-17-1578 - Chopstix Re-visit Report 11-5-17.pdf](#)
[EIR-17-1578 - Handmade Burger Inspection Report 1-2-17.pdf](#)
[EIR-17-1578 - Handmade Burger Re-visit Report 17-2-17.pdf](#)
[EIR-17-1578 - Muffin Break Inspection Report 10-10-17.pdf](#)
[EIR-17-1578 - Carluccio Inspection Report 25-2-17 Redacted.pdf](#)

Dear [REDACTED]

Thank you for your information request of 26 October 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

Can you please send me the food inspection reports for the following premises within Union Square, Aberdeen?

Carluccio's

Chopstix

Handmade Burger

Muffin Break

Please find enclosed:

Carluccio's – EIR-17-1578 – Carluccio Inspection Report – and – EIR-17-1578 – Carluccio Re-visit Report.

Chopstix – EIR-17-1578 – Chopstix Inspection Report - and – EIR-17-1578 - Chopstix Re-visit Report.

Handmade Burger – EIR-17-1578 – Handmade Burger Inspection Report – and – EIR-17-1578 – Handmade Burger Re-visit Report.

Muffin Break – EIR-17-1578 – Muffin Break Inspection Report.

ACC is of the opinion that Regulation 11(2) applies to the information specified above as the information in question is personal information relating to living individuals, and the applicant is not the data subject.

ACC is of the opinion that Regulation 11(3)(a)(i) applies, as ACC considers that disclosure of this information would be a breach of the first Data Protection Principle (that personal information must be processed fairly and lawfully) and second Data Protection Principle (personal information must only be processed for a specific and lawful purpose). ACC Officers who are below Head of Service level and third parties named within the attached document would not expect ACC to release this information about them into the public domain under the EIRs (or the Freedom of Information (Scotland) Act 2002 (FOISA)).

We hope this helps with your request.

Yours sincerely,

Information Compliance Officer

INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

As the information which you requested is environmental information, as defined under Regulation 2(1) of the Environmental Information (Scotland) Regulations 2004 (the EIRs), ACC considered that it was exempt from release through FOISA, and must therefore give you notice that we are refusing your request under Section 39(2) of FOISA (Freedom of Information (Scotland) Act 2002). However, you have a separate right to access the information which you have requested under Regulation 5 of the EIRs, under which ACC has handled your request. Please refer to the attached PDF for more information about your rights under the EIRs.

Information Compliance Team
Customer Service
Corporate Governance
Aberdeen City Council
3rd Floor North
Business Hub 17
Marischal College
Broad Street
ABERDEEN AB10 1AQ

foienquiries@aberdeencity.gov.uk

Tel 03000 200 292

*03000 numbers are free to call if you have 'free minutes' included in your mobile call plan.
Calls from BT landlines will be charged at the local call rate of 10.24p per minute (the same as 01224s).

www.aberdeencity.gov.uk

Our Ref. 12261/[REDACTED]/FH/FS
Your Ref. [REDACTED]
Contact [REDACTED]
Email Commercial@aberdeencity.gov.uk
Direct Dial 01224 523991
Direct Fax 01224 523887



20 October 2017

Company Secretary
MB Cafes Ltd
The Rectory
Huncote Road
Croft
Leicester
LE9 3GT

Protective Services
**Communities, Housing and
Infrastructure**
Aberdeen City Council
Business Hub 15
Third Floor South
Marischal College
Broad Street
Aberdeen AB10 1AB

Tel 03000 200 292
Minicom 01224 522381
DX 529451, Aberdeen 9
www.aberdeencity.gov.uk

Dear Sir/Madam

Food Safety Act 1990
The Food Hygiene (Scotland) Regulations 2006
Regulation (EC) 852/2004 on the Hygiene of Foodstuffs
Food Information (Scotland) Regulations 2014
Regulation (EU) 1169/2011 on the Provision of Food Information to Consumers
The General Food Regulations 2004
Muffin Break, Unit 2, East Mall, Union Square, Aberdeen, AB11 5RA

On 10th October 2017 I visited your premises at the above address in order to carry out a routine food hygiene and food standards inspection. The following report details the requirements and recommendations made in respect of the above legislation. I trust that these points will receive your prompt attention.

In relation to the Food Hygiene Information Scheme I have assessed the hygiene conditions and procedures in place for food safety management within your business. As a number of food hygiene contraventions were noted during this inspection an **'Improvement Required'** certificate is being issued to you at this time.

Although in this instance you have not attained a 'Pass' certificate, you do have the opportunity to do so, as follows: -

- Once your food business has fully dealt with all of the items detailed in the enclosed hygiene inspection report, please let us know and we will arrange to re-inspect your premises within seven days of your notification. Please contact the Commercial Team on 01224 523800 should you wish to arrange a re-inspection of your premises.

BERNADETTE MARJORAM - INTERIM DIRECTOR



Heritage 100% Recycled



Choose products with the FAIRTRADE Mark



- Provided there is clear evidence that all items have been addressed and that compliance with the food hygiene regulations has been achieved we would be in a position to issue a 'Pass' certificate. However, if items of non-compliance are noted then the 'Improvement Required' status would remain.

Yours faithfully

[REDACTED]

Environmental Health Officer

Enc

Cc [REDACTED], Muffin Break, Unit 2, East Mall, Union Square, Aberdeen,
AB11 5RA

As from the 1st January 2016 if your business produces more than 5kg of food waste per week you are required to separate this for recycling.

Advice on how to comply with this requirement can be obtained by contacting Aberdeen City Council Business Waste and Recycling Services on 08456 080919.

Alternatively, contact the Commercial Team at Environmental Health on 01224 523800.

Additionally, where food collections are available, it is illegal to dispose of food into a public drain or sewer, for example by using a macerator.

Name and Address of Premises:	Premises Type: Café
Muffin Break	Date of Inspection: 10 th October 2017
Unit 2	Ref No: 12261
East Mall	Officer[s] Attended: [REDACTED]
Union Square	Person[s] Interviewed: [REDACTED]
Aberdeen AB11 5RA	

FOOD HYGIENE INSPECTION - [See Schedule 1]

Areas, Procedures and Documents Inspected:	Areas not Inspected:
All	N/A

FOOD STANDARDS INSPECTION - [See Schedule 2]

Areas, Procedures and Documents Inspected:	Areas not Inspected:
All	N/A

Notes on Interpretation

Requirements:

- 1) These items relate to matters that are required in terms of the above-mentioned legislation. In order to allow you to make informed choices each item below indicates:
 - a) What requirement has to be met
 - b) The respects in which it has not been met, and
 - c) Where appropriate a course of action which in my opinion would satisfy the requirement

In most cases there will be more than one course of action which could satisfy a given requirement. In these cases it is open to you to take any such other course of action which meets the requirements. It may be advisable to discuss alternative proposals with me so that I can advise you whether there are other requirements which might have to be taken into account when considering an alternative course of action.

Where the word **must** is used, it also indicates a requirement.

- 2) This is not a Notice requiring works to be carried out, however, any breach of a **requirement** could, at a future date, be the subject of an Improvement Notice. The purpose of this report is to advise you of such matters so that you can attend to them without the need for such Notices.
- 3) The items contained in the attached schedule[s] relate to matters as found at the time of inspection and cover[s] only the areas inspected. Where a practice, etc. is not explicitly mentioned in this report it should not be taken as an indication of compliance with any provision of the Food Safety Act or any regulations made under it.

SCHEDULE 1

REPORT ON FOOD HYGIENE INSPECTION IN TERMS OF THE FOOD SAFETY ACT 1990, THE FOOD HYGIENE (SCOTLAND) REGULATIONS 2006, REGULATION (EC) 852/2004 ON THE HYGIENE OF FOODSTUFFS

Overview

The purpose of a food hygiene inspection is to assess whether a business complies with food safety requirements. My assessment was based on a physical inspection of the premises, observation of food handling practices and discussions with staff members as well as [REDACTED].

At the time of the inspection a considerable number of cleaning issues were found that will require attention. A number of equipment and fittings were also found in disrepair, requiring repair and/or renewal.

All matters noted are detailed in full below.

Items

1. Personal Hygiene:

a) Materials:

Regulation (EC) 852/2004, Annex II, Chapter I, Paragraph 4

At the time of the inspection there was no soap at the wash hand basin to allow staff to effectively wash their hands. In order to maintain personal hygiene wash hand basins must be readily supplied with materials to wash and dry hands. You must ensure materials such as liquid soap and paper towels are available at all times.

Timescale: Immediately

b) Handwashing technique:

Regulation (EC) 852/2004, Article 5

Consideration should be given to the method in which staff wash their hands. Turning on a tap with unwashed or 'dirty' hands potentially contaminates that tap. If staff then switch the tap off having washed their hands, there is a risk that they could re-contaminate their hand, rendering the handwashing process futile.

You must therefore ensure that appropriate handwashing techniques are used when staff are washing and drying their hands, especially since there is only one wash hand basin in the preparation room.

1. Contd.

For example once washed, staff should first dry their hands using disposable paper towels. Once dry, staff should then use the same paper towel to switch the tap off before finally disposing the used paper towel in the bin. Alternatively you can implement a method that does not require staff using their washed hands to switch off the tap.

Timescale: Immediately

2. Pest Control:

Regulation (EC) 852/2004, Annex II, Chapter IX, Paragraph 4
Regulation (EC) 852/2004, Annex II, Chapter I, Paragraph 1

At the time of the inspection I noted sticky insect paper hanging above the fridges and which was covered in flies. As well as being an inadequate measure to control pests such as insects, the use of such devices introduces a contamination hazard into the food preparation room.

As well as having adequate procedures in place to control pests, food premises are required to be maintained in a clean condition. You must therefore cease using such sticky insect paper as a pest control measure and remove the existing one from the premises.

Timescale: Immediately

3. Repair:

a) Wash hand basin:

Regulation (EC) 852/2004, Annex II, Chapter V, Paragraph 1

The wash hand basin's tap has been damaged and is no longer secured to the surface. As a result dirt and debris are beginning to accumulate around and underneath the fixture. I understand that the same issue was raised and remedied following your previous inspection; however the damage has occurred once again.

Food premises are required to be kept clean as well as be maintained in good repair and condition. You must therefore undertake works to repair, renew or replace the damaged fixture, leaving in sound condition that can be easily cleaned.

Timescale: 2 weeks

b) Flooring:

Regulation (EC) 852/2004, Annex II, Chapter II, Paragraph 1(a)

3. Contd.

Areas of floor coving directly beneath the wash hand basin and wash up sinks are no longer secure, resulting in the floor edges lifting and providing spaces for dirt to accumulate.

Floor surfaces are to be maintained in a sound condition, to be easily cleaned and disinfected. You should therefore repair / renew the damaged floor coving in the preparation room, to leave a smooth, washable surface that can be readily cleaned.

Timescale: 4 weeks

c) Shelving:

Regulation (EC) 852/2004, Annex II, Chapter I, Paragraph 1

The laminated coating of your shelving in the serving area is damaged, particularly along the edge of the bottom shelf as well as around its bolts. In its current condition it cannot be effectively cleaned.

You must therefore repair / renew the damaged shelving, to leave a smooth washable surface that can be maintained in a clean and hygienic manner.

Timescale: 4 weeks.

4. Cleaning:

Regulation (EC) 852/2004, Article 5

Regulation (EC) 852/2004, Annex II, Chapter I, Paragraph 1

Regulation (EC) 852/2004, Annex II, Chapter V, Paragraph 1

A considerable number of cleaning issues were found at the time of the inspection which will require attention. Furthermore, the issues found suggest that staff are completing the cleaning schedule daily without actually undertaking the tasks. The following issues were noted;

- The internal surface of the wash hand basin was stained
- Wall / floor junctions throughout the preparation room were heavily soiled.
- Similarly, wall / floor junctions in the serving area were also found to be stained with dirt.
- The floors in both the preparation room and serving area were stained and food debris. Particular attention should be given to areas underneath equipment such as the undercounter fridges.
- The area of flooring directly in front of the dishwasher was heavily stained.
- The external surfaces of the oven were stained with dirt and debris.

4. Contd.

- The legs of the food mixer located in the preparation room had accumulations of dirt and grease.
- The internal surfaces of your fridges and freezers required cleaning.
- The ventilation duct opening requires cleaning.

Food premises are required to be kept clean. You must undertake a thorough clean of the premises, paying particular attention to the aforementioned areas and maintain in a clean condition thereafter. Furthermore, in accordance of your own documented system you should ensure staff complete the cleaning schedule once the tasks have been accomplished.

Timescale: Immediately

SCHEDULE 2

REPORT ON THE FOOD STANDARDS INSPECTION IN TERMS THE FOOD SAFETY ACT 1990, FOOD INFORMATION (SCOTLAND) REGULATIONS 2014, REGULATION (EU) 1169/2011 ON THE PROVISION OF FOOD INFORMATION TO CONSUMERS AND GENERAL FOOD REGULATIONS 2004

Overview

A food standards inspection was also carried out in order to establish whether the legal requirements covering quality, composition, labelling, presentation and advertising of food and / or materials in contact with food is being met. All items were found to be satisfactory at the time of the inspection.

Protective Services
**Communities, Housing and
Infrastructure**
Aberdeen City Council
Business Hub 15
Third Floor South
Marischal College
Broad Street
Aberdeen AB10 1AB

FOOD HYGIENE/FOOD STANDARDS REPLY SLIP

Note:- If you do not agree with the **requirements** set out in the report then please refer to the covering letter and leaflet entitled Food Law Inspections and Your Business, which will explain what to do and who to contact.

If you do accept the **requirements** set out in the report, please help us by completing this reply slip.

Report Reference 12261/[REDACTED]/FH/Fs

Date of Inspection: 10th October 2017

Name of Inspecting Officer: [REDACTED]

Address of Premises: Muffin Break, Unit 2, East Mall, Union Square,
Aberdeen, AB11 5RA

I accept the requirements set out in the report. ☐ Yes ☐ No* (Please tick)

*If you have ticked No, and wish to discuss timescales to complete the required actions, please detail the items below and I will contact you.

If there are other aspects of the report that you would like to discuss, please do not hesitate to contact me, or my line manager [REDACTED].

I feel that the compliance timescales for the following items are too short and wish to propose alternative dates for completion.

Item No.	My proposed date for completion	Comments

Name Telephone no

Signature Date

* This reply only relates to **requirements** and not to recommendations



ABERDEEN
CITY COUNCIL

ENVIRONMENTAL HEALTH

Housing and Environment
Environmental Health Section
Aberdeen City Council
Business Hub 15
3rd Floor South
Marischal College
Broad Street
Aberdeen
AB10 1AB

Tel 01224 523800 Fax 01224 523887
E-mail Commercial@aberdeencity.gov.uk

VISIT REPORT

Name of Business Handmade Burger Date 17-2-17 12-50
Address Union Square Time - Start 12-05 Finish 12-50
Postcode _____ Proprietor _____

During a visit made today at the above premises in terms of the:-

Regulation EC 853/2004 on The Hygiene of Foodstuffs.

the following items were discussed/found to require particular attention. Should you wish to discuss any point listed below or require further advice, please contact:-

on [01224] 52 _____

Permit to ensure adequate hot running water is available at both non hand (knee operated) wash hand basins and the wash hand basin in the dish wash area.

During my visit I was pleased to note that hot running water is available at the aforementioned wash hand basins.

However, as discussed, the hot water available at the wash hand basin in the dishwash area is too hot @ 53°C to enable satisfactory/comfortable hand washing. A temperature of around 40/42°C is generally adequate for hand washing. As the hot water temperature at this wash hand basin cannot be lowered without adversely affecting the hot water temperature at sinks, a simple solution would be to fit a manual non hand operated mixer tap at this wash hand basin.

In relation to the 2 non hand (knee operated) wash hand basins, the tap at these appear to be thermostatically controlled

You should realise that the duty to ensure compliance with the legislation lies with the person having control of the business. The Inspection Report is intended to highlight general areas of concern rather than be an exhaustive list of contraventions.

N.B. If you are not the person having control of the premises, please ensure that this report is conveyed to the appropriate person as soon as possible.

Signature of Recipient _____

Name and Title [Block Letters] _____

Signature of Inspector _____

Designation _____

Assistant Manager

VISIT REPORT [continued]

Page 2 of 2

Name of Business Handmade Bruger Co

Date 17-2-17

Consequently they require to be advised by a competent person to enable a temperature of $149/42^{\circ}\text{C}$ to be achieved.
Hot Water

I will make reference to this point in the letter to follow the initial inspection.

In the meantime, if you require any further information please contact me on the above number.

Signature
of Recipient

Signature
of Inspector

Our Ref. 10080 [REDACTED]/FH/FS
Your Ref. [REDACTED]
Contact [REDACTED]
Email Commercial@aberdeencity.gov.uk
Direct Dial 01224 52 [REDACTED]
Direct Fax 01224 523887



7 March 2017

[REDACTED]
Manager
Handmade Burger Co
Unit 9
Union Square
Aberdeen
AB11 5RG

Protective Services
**Communities, Housing and
Infrastructure**
Aberdeen City Council
Business Hub 15
Third Floor South
Marischal College
Broad Street
Aberdeen AB10 1AB

E-mail – [REDACTED]@handmadeburger.co.uk
[REDACTED]@sargeant-prtnership.co.uk

Tel 03000 200 292
Minicom 01224 522381
DX 529451, Aberdeen 9
www.aberdeencity.gov.uk

Dear Sir

Food Safety Act 1990
The Food Hygiene (Scotland) Regulations 2006
Regulation (EC) 852/2004 on the Hygiene of Foodstuffs
Food Information (Scotland) Regulations 2014
Regulation (EU) 1169/2011 on the Provision of Food Information to Consumers
The General Food Regulations 2004
Handmade Burger Co, Union Square, Aberdeen, AB11 5RG

On the **1 February 2017** I visited your premises in order to carry out a routine food hygiene and food standards inspection.

The main purpose of a food hygiene inspection is to ascertain your compliance with the Regulations and in particular with the requirement for a proprietor of a food business to identify hazards within the food business and to put in place effective controls which are monitored to prevent all risks to food safety.

'Food Hygiene Information Scheme'

The 'Food Hygiene Information Scheme' is aimed at improving consumer choice and maintaining high levels of confidence in food safety. Eligible businesses will be issued with a certificate which reflects the outcome of their last food hygiene inspection. Updated certificates will be issued at the time of future inspections to ensure the information displayed is correct and up to date. This will let consumers know whether businesses met legal standards for hygiene at the most recent local authority inspection or whether improvement was required.

The information regarding the status of the business will also appear on the Council website.

PETE LEONARD - DIRECTOR



Heritage 100% Recycled



Choose products with the FAIRTRADE Mark



Due to the lack of hot water at an adequate temperature at wash hand basins at the time of the initial inspection it had been my intention to issue you with an **"Improvement Required"** certificate.

However, due to the prompt remedial action in respect of this matter, with the plumber arriving on site prior to my inspection ending, and subsequent revisit to the premises on the 17 February 2017, where hot water for hand washing was available following the fitting of a new pump on the boiler, I am pleased to issue you with a **"Pass"** certificate.

While not 100% adequate, the hot water available does enable hand washing to take place. Nevertheless, as discussed during my revisit, further action is required. Further information in relation to this matter is detailed in the schedule overleaf.

The enclosed report details the requirements and recommendations made in respect of the above legislation.

I trust that these points will receive your prompt attention.

Please complete the food hygiene/food standards reply slip and return it to us in the stamped address envelope provided.

Should you have any queries or require further information, please do not hesitate to contact me.

Yours faithfully



As from the 1st January 2016 if your business produces more than 5kg of food waste per week you are required to separate this for recycling.

Advice on how to comply with this requirement can be obtained by contacting Aberdeen City Council Business Waste and Recycling Services on 08456 080919.

Alternatively, contact the Commercial Team at Environmental Health on 01224 523800.

Additionally, where food collections are available, it is illegal to dispose of food into a public drain or sewer, for example by using a macerator.

Name and Address of Premises:	Premises Type: Restaurant
Handmade Burger Co	Date of Inspection: 1 February 2017
Unit 9	Ref No: 10080
Union Square	Officer[s] Attended: [REDACTED]
Aberdeen	Person[s] Interviewed: [REDACTED]

FOOD HYGIENE INSPECTION - [See Schedule 1]

Areas, Procedures and Documents Inspected:	Areas not Inspected:
Hot/cold running water, cleanliness, cross contamination control, temperature control, ventilation, refuse control, structure, waste oil control, food waste, training, temperature records, food safety documentation, pest control, toilet facilities, changing facilities.	N/A

FOOD STANDARDS INSPECTION - [See Schedule 2]

Areas, Procedures and Documents Inspected:	Areas not Inspected:
Allergen control, advertising, food contact material	Labelling, composition, quality

Notes on Interpretation

Requirements:

- 1) These items relate to matters that are required in terms of the above-mentioned legislation. In order to allow you to make informed choices each item below indicates:
 - a) What requirement has to be met
 - b) The respects in which it has not been met, and
 - c) Where appropriate a course of action which in my opinion would satisfy the requirement

In most cases there will be more than one course of action which could satisfy a given requirement. In these cases it is open to you to take any such other course of action which meets the requirements. It may be advisable to discuss alternative proposals with me so that I can advise you whether there are other requirements which might have to be taken into account when considering an alternative course of action.

Where the word **must** is used, it also indicates a requirement.

- 2) This is not a Notice requiring works to be carried out, however, any breach of a requirement could, at a future date, be the subject of an Improvement Notice. The purpose of this report is to advise you of such matters so that you can attend to them without the need for such Notices.
- 3) The items contained in the attached schedule[s] relate to matters as found at the time of inspection and cover[s] only the areas inspected. Where a practice, etc. is not explicitly mentioned in this report it should not be taken as an indication of compliance with any provision of the Food Safety Act or any regulations made under it.

SCHEDULE 1

REPORT ON FOOD HYGIENE INSPECTION IN TERMS OF THE FOOD SAFETY ACT 1990, THE FOOD HYGIENE (SCOTLAND) REGULATIONS 2006, REGULATION (EC) 852/2004 ON THE HYGIENE OF FOODSTUFFS

Overview

The main purpose of a food hygiene inspection is to ascertain your compliance with the Regulations and in particular with the requirement for a proprietor of a food business to identify hazards within the food business and to put in place effective controls which are monitored to prevent all risks to food safety.

I was also pleased to note that a comprehensive food safety management system was in place, and generally being implemented.

While at the time of the inspection I was pleased to note an effort being made to ensure that food safety matters were given adequate consideration, I was disappointed to note the inadequate temperature of hot water at the wash hand basins.

Further information in relation to this matter and other items noted during the inspection is detailed below.

Items

1.	Hot Water Temperature at Hand Wash Hand Basins
	<i>Regulation (EC) 852/2004, Article 4 (2), annex 2, Chapter I (4)</i>
	<p>At the time of the initial inspection I was concerned to note that the hot water available at the hot water tap at the wash hand basins was approximately 30°C. On bringing this matter to your attention you advised me that you were not aware of the issue. Consequently, I am disappointed to note that the staff did not make you aware of this food safety issue in relation to hand washing.</p> <p>Nevertheless, on bringing the matter to your attention I was pleased to note your prompt remedial action whereby you contacted the plumber and the plumber was actually on site prior to the end of my inspection.</p> <p>Following my revisit to the premises on the 17 February I was pleased to note that hot running water was available at all wash hand basins.</p> <p>However, as discussed with [REDACTED] the hot water temperature at the knee operated wash hand basins was found to be only 33oC, while the temperature at the wash hand basin in the dish wash area was found to be 53oC.</p> <p>The temperature at wash hand basins requires to be around 40/42oC to enable satisfactory and comfortable hand washing.</p>

	<p>You will require to have a competent person adjust the temperature at the thermostatically controlled tap at each knee operated wash hand basin.</p> <p>In respect of the wash hand basin in the dish wash area, the fitting of a non hand manual mixer tap will likely be the simplest and most cost effective way to address the excessively hot water temperature at this wash hand basin without adversely affecting the temperature of the water at sinks.</p> <p>Clearly, the hot water supplied to taps at sinks requires to be hotter than 42oC.</p> <p>I would expect this to be actioned in 2 weeks. Please update me once actioned.</p>
2.	Paper Towel Dispensers
	<i>Regulation (EC) 852/2004, Article 4 (2), Annex 2 chapter 1 (4)</i>
	<p>As discussed during the inspection, I was concerned to note that some paper towel was in use out with the paper towel dispenser.</p> <p>Used in this manner there is a potential for the paper towel to be contaminated.</p> <p>Consequently, I would expect you to remind all kitchen staff of the need to ensure that paper towel is maintained and used from the dispensers provided. I expect to be regarded as an ongoing requirement.</p>
3.	Door Frame and Adjacent Structure at Adjacent to Cooking Area
	<i>Regulation (EC) 852/2004, Article 4 (2), Annex 2, Chapter 1</i>
	<p>I noted that some of the woodwork around the door frame and indeed the door surface adjacent to the cooking area was worn in places.</p> <p>I would expect the aforementioned woodwork to be suitably smoothed and thereafter repainted in order to ensure a smooth impervious surface is available for easy cleaning.</p> <p>In addition, I noted that there were some ceiling tiles missing from the kitchen area and that some sections of the floor covering were worn.</p> <p>You advised me during the inspection that all of these matters have been reported and were in hand and due for action within the next month or so.</p> <p>Consequently, I would expect these matters to have been actioned within a period of two months.</p>

SCHEDULE 2

REPORT ON THE FOOD STANDARDS INSPECTION IN TERMS THE FOOD SAFETY ACT 1990, FOOD INFORMATION (SCOTLAND) REGULATIONS 2014, REGULATION (EU) 1169/2011 ON THE PROVISION OF FOOD INFORMATION TO CONSUMERS AND GENERAL FOOD REGULATIONS 2004

Overview

An inspection was carried out in order to establish whether the legal requirements covering quality, composition, labelling, presentation and advertising of food and/or materials in contact with food are being met.

At the time of the inspection there were no contraventions noted. .

FOOD HYGIENE/FOOD STANDARDS REPLY SLIP

Note:- If you do not agree with the **requirements** set out in the report then please refer to the covering letter and leaflet entitled Food Law Inspections and Your Business, which will explain what to do and who to contact.

If you do accept the **requirements** set out in the report, please help us by completing this reply slip.

Report Reference

10080/[REDACTED]/FH/FS

Date of Inspection:**1 February 2017****Name of Inspecting Officer:**

[REDACTED]

Address of Premises:

Handmade Burger Co, Union Square, Aberdeen, AB11 5RG

I accept the requirements set out in the report. ☐ Yes ☐ No* (Please tick)

*If you have ticked No, and wish to discuss timescales to complete the required actions, please detail the items below and I will contact you.

If there are other aspects of the report that you would like to discuss, please do not hesitate to contact me, or my line manager [REDACTED].

I feel that the compliance timescales for the following items are too short and wish to propose alternative dates for completion.

Item No.	My proposed date for completion	Comments

Name Telephone no

Signature Date

* This reply only relates to **requirements** and not to recommendations



ABERDEEN
CITY COUNCIL

ENVIRONMENTAL HEALTH

Protective Services
Aberdeen City Council
Business Hub 15
3rd Floor South
Marischal College
Broad Street
Aberdeen
AB10 1AB

Tel. 01224 523800 Fax. 01224 523887
E-mail commercial@aberdeencity.gov.uk

VISIT REPORT

Page 1 of 1

Name of Business Chopstix Date 11-5-17
Address Union Square Time - Start 14-50 Finish 15-10
Postcode _____ Proprietor _____

During a visit made today at the above premises in terms of the:-

Regulation (EC) 853/2004 on the Hygiene of Foodstuffs. The Food Hygiene (Scotland) Regulations 2006
the following items were discussed/found to require particular attention. Should you wish to discuss any point listed below or require further advice, please contact:-

on 01224 52 _____

Permit to ascertain if remedial action has been taken to address the slow running hot water at the wash hand basins and sinks in the premises.

During my visit I was very pleased to note that a new hot water system/boiler had been fitted with hot running water available at all wash hand basins and sinks.

I will make reference to this permit and the prompt remedial action in the letter to follow the initial inspection.

I will also change the status of the business to a "Pass" in respect of the food hygiene certification scheme.

On the mention, if you require any further information, please contact me on the above number.

You should realise that the duty to ensure compliance with the legislation lies with the person having control of the business. The Inspection Report is intended to highlight general areas of concern rather than be an exhaustive list of contraventions.

N.B. If you are not the person having control of the premises, please ensure that this report is conveyed to the appropriate person as soon as possible.

Signature of Recipient _____

Signature of Inspector _____

Name and Title [Block Letters] _____

Designation _____

Designation _____

Our Ref. 12467/[REDACTED]/FH/FS
Your Ref. [REDACTED]
Contact [REDACTED]
Email Commercial@aberdeencity.gov.uk
Direct Dial 01224 52[REDACTED]
Direct Fax 01224 523887



23 May 2017

[REDACTED]
Chopstix,
Unit K3
Union Square
ABERDEEN
AB11 5RG

Environmental Health and
Trading Standards
**Communities, Housing and
Infrastructure**
Aberdeen City Council
Business Hub 15
Third Floor South
Marischal College
Broad Street
Aberdeen AB10 1AB

Tel 03000 200 292
Minicom 01224 522381
DX 529451, Aberdeen 9
www.aberdeencity.gov.uk

Dear Sir

Food Safety Act 1990
The Food Hygiene (Scotland) Regulations 2006
Regulation (EC) 852/2004 on the Hygiene of Foodstuffs
Food Information (Scotland) Regulations 2014
Regulation (EU) 1169/2011 on the Provision of Food Information to Consumers
The General Food Regulations 2004
Chopstix, Unit K3 Union Square, Aberdeen, AB11 5RG

On the 10 May 2017 I visited your premises in order to carry out a routine food hygiene and food standards inspection.

The main purpose of a food hygiene inspection is to ascertain your compliance with the Regulations and in particular with the requirement for a proprietor of a food business to identify hazards within the food business and to put in place effective controls which are monitored to prevent all risks to food safety.

'Food Hygiene Information Scheme'

The 'Food Hygiene Information Scheme' is aimed at improving consumer choice and maintaining high levels of confidence in food safety. Eligible businesses will be issued with a certificate which reflects the outcome of their last food hygiene inspection. Updated certificates will be issued at the time of future inspections to ensure the information displayed is correct and up to date. This will let consumers know whether businesses met legal standards for hygiene at the most recent local authority inspection or whether improvement was required.

BERNADETTE MARJORAM
INTERIM DIRECTOR



Heritage 100% Recycled



Choose products with the FAIRTRADE Mark



I have assessed hygiene conditions and procedures in place for food safety management within your business. At the time of the initial inspection I had planned to categorise your premises as an **"Improvement Required"** due to the issue with the hot water supply.

However, as this issue was immediately addressed with a new boiler fitted providing a suitable supply of hot water for hand washing and sink use, as noted during my re-visit on 11 May 2017, I am able to change the status of your premises to a **"Pass"** in respect of the above scheme.

Please complete the food hygiene/food standards reply slip and return it to us in the stamped address envelope provided.

Should you have any queries or require further information, please do not hesitate to contact me.

Yours faithfully

A black rectangular redaction box covering the signature of the sender.

Enc

As from the 1st January 2016 if your business produces more than 5kg of food waste per week you are required to separate this for recycling.

Advice on how to comply with this requirement can be obtained by contacting Aberdeen City Council Business Waste and Recycling Services on 08456 080919.

Alternatively, contact the Commercial Team at Environmental Health on 01224 523800

Name and Address of Premises:	Premises Type: Take Away
Chopstix, Unit K3 Union Square Aberdeen AB11 5RG	Date of Inspection: 10 May 2017
	Ref No:
	Officer[s] Attended: [REDACTED]
	Person[s] Interviewed: [REDACTED]

FOOD HYGIENE INSPECTION - [See Schedule 1]

Areas, Procedures and Documents Inspected:	Areas not Inspected:
Hot/cold running water, cleanliness, cross contamination control, temperature control, ventilation, refuse control, structure, food waste, training, temperature records, food safety documentation, pest control, toilet facilities, changing facilities.	N/A

FOOD STANDARDS INSPECTION - [See Schedule 2]

Areas, Procedures and Documents Inspected:	Areas not Inspected:
Allergen control, advertising, food contact material	Labelling, composition, quality

Notes on Interpretation

Requirements:

- 1) These items relate to matters that are required in terms of the above-mentioned legislation. In order to allow you to make informed choices each item below indicates:
 - a) What requirement has to be met
 - b) The respects in which it has not been met, and
 - c) Where appropriate a course of action which in my opinion would satisfy the requirement

In most cases there will be more than one course of action which could satisfy a given requirement. In these cases it is open to you to take any such other course of action which meets the requirements. It may be advisable to discuss alternative proposals with me so that I can advise you whether there are other requirements which might have to be taken into account when considering an alternative course of action.

Where the word **must** is used, it also indicates a requirement.

- 2) This is not a Notice requiring works to be carried out, however, any breach of a requirement could, at a future date, be the subject of an Improvement Notice. The purpose of this report is to advise you of such matters so that you can attend to them without the need for such Notices.
- 3) The items contained in the attached schedule[s] relate to matters as found at the time of inspection and cover[s] only the areas inspected. Where a practice, etc. is not explicitly mentioned in this report it should not be taken as an indication of compliance with any provision of the Food Safety Act or any regulations made under it.

SCHEDULE 1

REPORT ON FOOD HYGIENE INSPECTION IN TERMS OF THE FOOD SAFETY ACT 1990, THE FOOD HYGIENE (SCOTLAND) REGULATIONS 2006, REGULATION (EC) 852/2004 ON THE HYGIENE OF FOODSTUFFS

Overview

During my visit I was pleased to note the positive attitude of staff in respect of food safety.

Nevertheless, I was very concerned to note the inadequate hot water flow at wash hand basins and sinks within the premises.

Further information in relation to this matter and other items noted during the inspection is detailed below.

Items

1. Hot Water Supply

Regulation (EC) 852/2004, Article 4 (2), Annex 2, Chapter I (4)

At the time of the inspection I was concerned to note the inadequate hot water flow at wash hand basins and sinks within the premises.

While it was just possible to wash hands at the wash hand basins, the flow of hot water was clearly inadequate, particularly at sinks.

However, following a telephone discussion with you at the time of the inspection you advised me that you would arrange for an engineer to visit the site on the day of my inspection to rectify the situation.

During my re-visit to the premises on 11 May 2017 I was pleased to note that a new pressurised boiler had been fitted providing an adequate supply of hot and cold running water at sinks and wash hand basins.

I would remind you of the need to ensure that hot and cold running water is available at all times within the premises.

I would expect this to be regarded as an ongoing requirement.

2. Temperature Control

*Regulation (EC) 852/2004, Article 4 (2), Annex 2, Chapter IX (3)
Annex 2, Chapter I, II (D)*

At the time of the inspection I noted that some of the hot held food stuffs within the bain marie were sitting at temperatures below 63°C, i.e. egg fried rice between 48 and 56°C and a chicken product at 60°C.

While other products were noted to be above 63°C, management must take steps to ensure that all hot held products in the bain marie are sitting at 63°C or above at all times.

The issue may be caused due to two of the doors being removed from the rear of the hot hold units at the time of my initial visit. Following replacement of the doors the temperature within the units did appear to improve.

While I understand there is an issue with condensation in the front glass of the unit when both doors are in place at the back of each unit, I would anticipate that if there is a small gap maintained at the rear of the unit this would allow for air flow and possibly alleviate the condensation issue.

In any event, I would expect steps to be taken to ensure that the products hot held in the bain marie are maintained at 63°C or above at all times.

3. Food Safety Documentation / CookSafe *Regulation (EC) 852/2004, Article 5*

During the inspection I was pleased to note that numerous food safety related documents were in place.

While I was pleased to note that such documentation was in place with associated procedures detailed and also implemented on site, I did note that much of the reference within the documentation is in relation to the 'cooking' of food.

I would remind you that given that the main product used within the premises is defrosted cooked chicken pieces, the products are actually being **reheated** during the preparation period prior to being hot held.

Consequently, products require to be reheated to 82°C or above prior to hot holding.

I also noted that the 'diary' document had not yet been fully completed. Albeit the premises had only been open for 5 days at the time of my visit, I would expect management to take steps to ensure that all relevant documents relating to food safety are completed as required.

I would expect this to be regarded as an ongoing requirement.

SCHEDULE 2

REPORT ON THE FOOD STANDARDS INSPECTION IN TERMS THE FOOD SAFETY ACT 1990, FOOD INFORMATION (SCOTLAND) REGULATIONS 2014, REGULATION (EU) 1169/2011 ON THE PROVISION OF FOOD INFORMATION TO CONSUMERS AND GENERAL FOOD REGULATIONS 2004

Overview

An inspection was carried out in order to establish whether the legal requirements covering quality allergen control, composition, labelling, presentation and advertising of food and/or materials in contact with food are being met.

There were no contraventions noted.

FOOD HYGIENE/FOOD STANDARDS REPLY SLIP

Environmental Health and
Trading Standards
**Communities, Housing and
Infrastructure**
Aberdeen City Council
Business Hub 15
Third Floor South
Marischal College
Broad Street
Aberdeen AB10 1AB

Note:- If you do not agree with the **requirements** set out in the report then please refer to the covering letter and leaflet entitled Food Law Inspections and Your Business, which will explain what to do and who to contact.

If you do accept the **requirements** set out in the report, please help us by completing this reply slip.

Report Reference

12467/[REDACTED]/FH/FS

Date of Inspection:

10 May 2017

Name of Inspecting Officer:

[REDACTED]

Address of Premises:

Chopstix, Unit K3 Union Square, Aberdeen, AB11 5RG

I accept the requirements set out in the report. ☐ Yes ☐ No* (Please tick)

*If you have ticked No, and wish to discuss timescales to complete the required actions, please detail the items below and I will contact you.

If there are other aspects of the report that you would like to discuss, please do not hesitate to contact me, or my line manager [REDACTED].

I feel that the compliance timescales for the following items are too short and wish to propose alternative dates for completion.

Item No.	My proposed date for completion	Comments

Name Telephone no

Signature Date

* This reply only relates to **requirements** and not to recommendation

Our Ref. 11322/[REDACTED]/FC
Your Ref.
Contact [REDACTED]
Email Commercial@aberdeencity.gov.uk
Direct Dial 01224 52[REDACTED]
Direct Fax 01224 523887

7 December 2015

Carluccios
35 Rose Street
Covent Gardens
London
WC2E 9EB

Environmental Health and
Trading Standards
**Communities, Housing and
Infrastructure**
Aberdeen City Council
Business Hub 15
Third Floor South
Marischal College
Broad Street
Aberdeen AB10 1AB

Tel 08456 08 09 10
Minicom 01224 522381
DX 529451, Aberdeen 9
www.aberdeencity.gov.uk

Dear Sir/Madam

Food Safety Act 1990
The Food Hygiene (Scotland) Regulations 2006
Regulation (EC) 852/2004 on the Hygiene of Foodstuffs
Food Information (Scotland) Regulations 2014
Regulation (EU) 1169/2011 on the Provision of Food Information to Consumers
The General Food Regulations 2004
Carluccios, Unit FS1A, Union Square, Guild Street, Aberdeen, AB11 5RG

On 11th November 2015, I visited your premises to investigate a complaint brought to the attention of this service regarding an alleged food poisoning. I was accompanied by my colleague [REDACTED], Environmental Health Officer. At the time of my visit I was extremely disappointed to note a number of contraventions relating to the safe handling of food and in particular the risk of contamination of open ready-to-eat foods. Due to the risk observed at this time [REDACTED], Operations Manager was contacted and as a result [REDACTED], Head Chef was called in to take immediate corrective action.

A revisit was subsequently made on 12th November to discuss matters with [REDACTED], Operations Manager and [REDACTED], Head Chef.

Due to the matters noted at this time you have failed to maintain compliance with the Eat Safe Scheme Criteria and due to the critical to food safety nature of the contraventions, your Eat Safe award will be withdrawn. This certification has been removed from your premises and I advise you that you are no longer permitted to use the Eat Safe Award logo on your website or any promotional literature.

In relation to the Food Hygiene Information Scheme I have assessed the hygiene conditions and procedures in place for food safety management within your

PETE LEONARD - DIRECTOR

business. As there were on-going food hygiene contraventions noted during this inspection an **'Improvement Required'** certificate is being issued to you at this time.

Should you have any queries or require information, please do not hesitate to contact me.

Yours faithfully



Environmental Health Officer

cc Carluccios, Unit FS1A, Union Square Shopping Centre, Union Square, Guild Street, Aberdeen, AB11 5RG

As from the 1st January 2016 if your business produces more than 5kg of food waste per week you are required to separate this for recycling.

Advice on how to comply with this requirement can be obtained by contacting Aberdeen City Council Business Waste and Recycling Services on 08456 080919.

Alternatively, contact the Commercial Team at Environmental Health on 01224 523800.

Name and Address of Premises:	Premises Type:	Restaurant
Carluccios Union Square Guild Street Aberdeen AB11 5RG	Date of Inspection:	11 November 2015
	Ref No:	11322
	Officer[s] Attended:	[REDACTED] [REDACTED]
	Person[s] Interviewed:	[REDACTED]

FOOD HYGIENE INSPECTION - [See Schedule 1]

Areas, Procedures and Documents Inspected:	Areas not Inspected:
Kitchen areas, storage areas, temperature records and discussion and observation of food handling practices	N/A

FOOD STANDARDS INSPECTION - [See Schedule 2]

Areas, Procedures and Documents Inspected:	Areas not Inspected:
N/A	N/A

Notes on Interpretation

Requirements:

- 1) These items relate to matters that are required in terms of the above-mentioned legislation. In order to allow you to make informed choices each item below indicates:
 - a) What requirement has to be met
 - b) The respects in which it has not been met, and
 - c) Where appropriate a course of action which in my opinion would satisfy the requirement

In most cases there will be more than one course of action which could satisfy a given requirement. In these cases it is open to you to take any such other course of action which meets the requirements. It may be advisable to discuss alternative proposals with me so that I can advise you whether there are other requirements which might have to be taken into account when considering an alternative course of action.

Where the word **must** is used, it also indicates a requirement.

- 2) This is not a Notice requiring works to be carried out, however, any breach of a requirement could, at a future date, be the subject of an Improvement Notice. The purpose of this report is to advise you of such matters so that you can attend to them without the need for such Notices.
- 3) The items contained in the attached schedule[s] relate to matters as found at the time of inspection and cover[s] only the areas inspected. Where a practice, etc. is not explicitly mentioned in this report it should not be taken as an indication of compliance with any provision of the Food Safety Act or any regulations made under it.

SCHEDULE 1

REPORT ON FOOD HYGIENE INSPECTION IN TERMS OF THE FOOD SAFETY ACT 1990, THE FOOD HYGIENE (SCOTLAND) REGULATIONS 2006, REGULATION (EC) 852/2004 ON THE HYGIENE OF FOODSTUFFS

Overview

On 11th November 2015, my colleague [REDACTED] and I visited your premises to investigate a complaint brought to the attention of this Service regarding an alleged food poisoning.

I was extremely disappointed to find poor standards of cleanliness and a lack of food hygiene controls.

A number of contraventions were noted at this time. These are detailed in full below

Items

1. Cross Contamination

Regulation (EC) 852/2004, Article 5

a) Preparation Areas

I was extremely disappointed and concerned to note that the same surface was being used to prepare raw chicken and ready-to-eat lettuce leaves creating the potential for cross contamination. I was informed by [REDACTED], Head Chef that this area is to be designated for ready-to-eat foods based on time separation. This was not the case at the time of my visit.

Time separation is to be managed in such a way that ensures that contamination from E.coli O157 has been effectively removed from all surfaces that come into contact with ready-to-eat foods. Worktops must be thoroughly cleaned and disinfected after the area has been used to prepare raw foods before it can be used for ready-to-eat foods. Work surfaces must not be used as food contact surfaces. A suitable barrier, such as a chopping board or a container, can be used as the surface directly in contact with food.

I was also concerned to note that raw chicken had been placed on top of the ice machine also creating the potential for cross contamination. The spaces above, below and around the work surface will need to be taken into consideration to avoid anything stored in them becoming contaminated or becoming a potential source of contamination.

You must retrain staff in the importance of separation of raw and ready-to-eat foods, the importance of personal hygiene, in particular effective

1 Contd

handwashing and the hazards associated with inadequate cleaning and disinfection.

Timescale: Immediately

b) Storage

Raw and ready-to-eat foods should be stored separately. At the time of my inspection unwashed vegetables were stored above ready-to-eat cooked meats in the walk-in-chill. You must ensure that raw products are stored at the bottom of your refrigerator/freezer away from ready-to-eat foods. This will help to reduce the risk of cross contamination.

Timescale: Immediately

c) Cloths

A number of visibly dirty cotton cloths were found on surfaces throughout the kitchen. Cotton cloths are a harbour for bacteria and when in poor condition can pose a risk of physical contamination of food.

You must dispose of all cotton cloths and paper towels be used for all cleaning tasks.

Timescale: Immediately

d) Sanitiser Spray

The same sanitiser bottles are used throughout the kitchen. As discussed these bottles may be a vehicle for cross contamination. A specific bottle must be designated for use when carrying out raw preparation. The designated bottle must not be used throughout the rest of the kitchen. I recommend this bottle be marked in some way in order to distinguish it as such.

Timescale: Immediately

e) Cling Film

You must designate a cling film roll dispenser for use with raw foods and a separate and readily identifiable dispenser for use with ready-to-eat foods. The cling film dispenser for ready-to-eat foods must be stored away from the raw food preparation area.

Timescale: Immediately

f) Disposable Aprons

When staff are preparing raw meat and vegetables their protective clothing is at risk of becoming contaminated with food poisoning bacteria. Should they go on to handle ready-to-eat foods thereafter, there is a risk that any contamination present on their clothing will be spread to these foods.

1 Contd

Staff must wear a separate, designated apron for the preparation of raw foods that must be removed after this preparation is completed. I would recommend the use of disposable plastic aprons for the preparation of raw foods.

Timescale: Immediately

2. Temperature Control

Regulation (EC) 852/2004, Article 5

As a food business operator you are required to provide evidence that you are complying with the requirements to manage food safety, your temperature records are part of this.

I was disappointed to note that temperature records of food at points that are critical to food safety, including refrigeration, cooking and re-heating had not been taken at the time of my visit. I was informed that temperatures were not being monitored or recorded as staff were too busy.

You must restart monitoring the temperatures of foods at points that are critical to food safety.

You must record temperature checks and any corrective action taken when these temperatures are not adhered.

Timescale: Immediately

3. Food Safety Management System

Regulation (EC) 852/2004, Article 5

There were practices detailed within your Food Safety & Hazard Analysis Manual which did not mirror the practices carried out on site for example it is detailed that there are separate preparation areas for raw food and high risk foods.

All food businesses require to implement a documented food safety management system based on HACCP (Hazard Analysis and Critical Control Point) principles. This requires that you identify the things in your day to day operation which might go wrong (hazards) which can result in food poisoning or food contamination and put in place good practices and procedures to stop things going wrong (controls), for example cross contamination. The rules you expect your staff to follow must be documented in detail.

You must review your food safety management system and ensure that good practices and procedures are in place to control the hazards identified in the day to day operation of your kitchen ensuring that these are site specific.

- 3 **Contd**
Staff must also be retrained to ensure that they are aware of any changes made to the food safety management system.

Timescale: 4 Weeks

4. Stock Control

Regulation (EC) 852/2004, Article 5

The stock rotation system for sliced cooked meats on the premises was not being followed. You must re-introduce your companies system of date coding for sliced cooked meats to ensure stock is rotated and is not used beyond its shelf life.

Timescale: Immediately

5. Hand Drying Facilities

Regulation (EC) 852/2004, Annex II, Chapter I, para 4

Wash basins for cleaning hands require to be provided with hot and cold running water, materials for cleaning hands and hygienic hand drying.

There was no hand drying facilities at either of the wash hand basins located in the kitchen. You must ensure that wash hand basins are provided with hygienic hand drying facilities at all times.

Timescale: Immediately

6. Personal Hygiene

Regulation (EC) 852/2004, Annex II, Chapter VII, para 1

Every person working in a food-handling area is to maintain a high degree of personal cleanliness and is to wear suitable, clean and, where necessary protective clothing.

a) Protective Clothing

At the time of my visit members of staff were working between kitchen porter duties and food handling and preparation duties. The same uniform was worn for food handling and preparation duties as was for carrying out dirty jobs such as cleaning of dirty equipment, utensils and service plates. The uniform worn was visibly very dirty and potentially contaminated. You must ensure that all persons working in food handling areas wear suitable, clean, and appropriate, protective clothing.

Timescale: Immediately

6 Contd

b) Handwashing

It was noted at the time of inspection that regular handwashing was not being carried out. Regular handwashing is essential for personal cleanliness. All staff must be retrained in the importance of handwashing and in particular that hands must be washed at the following times:

- before starting work
- before handling work
- after using the toilet
- after handling raw food and raw food packaging
- after touching bins or handling waste
- after every break
- after eating and drinking
- after cleaning
- after blowing your nose

Timescale: Immediately

7. Cooling of Foods

Regulation (EC) 852/2004, Annex II, Chapter IX, para 6

Where foodstuffs are to be held or served at chilled temperatures they are to be cooled as quickly as possible following the heat-processing stage, or final preparation stage if no heat process is applied, to a temperature which does not result in a risk to health.

At the time of the visit I was concerned to find a number of foods stored at room temperature. I was informed that these foods had been left to cool as the blast chiller was full. It was unknown how long these foods had been left at room temperature for.

Food cooling slowly in a warm kitchen is at risk of bacteria multiplication and potentially the production of spores which will survive the reheating process. You must commence cooling foods as quickly as possible and placing into refrigeration within 90 minutes as per your company's procedure.

The time taken and temperature once cooled must be recorded via your temperature records.

Timescale: Immediately

8. Cleanliness

Regulation (EC) 852/2004, Annex II, Chapter I, para 1

Regulation (EC) 852/2004, Annex II, Chapter V, para 1

The following items were noted and require your prompt attention;

- Hand contact points throughout the premises were visibly dirty with grease and food debris.
- Floors throughout the premises were visibly dirty particularly at the wall to floor junctions
- The cling film dispensers were visibly dirty with grease and food debris
- The inside surface of the ice machine was dirty with a build-up of mould and mildew.
- The shelving within the walk-in-chill was dirty with food spillages and debris
- The staff toilet areas were dirty at the time of my visit.

These areas require to be cleaned thoroughly and maintained in a clean condition thereafter.

Timescale: 1 Week

9. Repair

Regulation (EC) 852/2004, Annex II, Chapter I, para 1

Regulation (EC) 852/2004, Annex II, Chapter V, para 1

The following items were noted and require your prompt attention;

- The wash hand basin tap was loose and water was leaking out on to the floor. You must repair the wash hand basin tap to prevent water from spilling on to the floor.
- The chopping boards were heavily scored and can no longer be cleaned effectively. You must replace all damaged, heavily scored chopping boards.
- The wooden boards used to serve food were in poor state of repair and can no longer be cleaned effectively. You must replace all damaged, heavily scored wooden boards.
- The wooden door surrounds and skirting boards were flaking paint and can no longer be cleaned effectively. You must renew, repair or replace these areas to allow them to be effectively cleaned.
- The shelving in the chemical store was rusted and can no longer be cleaned effectively. You must renew, repair or replace the shelving with use of smooth, washable and non-toxic materials.

Timescale: 4 Weeks

10. Packaging

Regulation (EC) 852/2004, Annex II, Chapter X, para 2

At the time of inspection wrapping and packaging materials were stored loose in the back store room next to waste oil and a dirty mop and bucket. You must ensure that all wrapping and packaging materials are stored in such a manner that they are not exposed to a risk of contamination.

Timescale: Immediately

11. Training

Regulation (EC) 852/2004, Annex II, Chapter XII, para 1

Food business operators are to ensure that food handlers are supervised and instructed and/or trained in food hygiene matters commensurate with their work activity.

It was apparent during my inspection that the level of food hygiene awareness amongst your staff was inadequate. You must ensure that all food handlers engaged in your food business are supervised, instructed and/or trained in food hygiene matters as necessary, bearing in mind the type of work which they do.

Refresher training must be carried out where deemed necessary.

Timescale: 4 weeks

12. Housekeeping

To facilitate cleaning you must ensure that the premises are first tidied and any items not used in the day to day running of the business removed from the premises.

FOOD HYGIENE/FOOD STANDARDS REPLY SLIP

Note:- If you do not agree with the **requirements** set out in the report then please refer to the covering letter and leaflet entitled Food Law Inspections and Your Business, which will explain what to do and who to contact.

If you do accept the **requirements** set out in the report, please help us by completing this reply slip.

Report Reference

11322/ [REDACTED] /FC

Date of Inspection:

11 November 2015

Name of Inspecting Officer:

[REDACTED]

Address of Premises:

Carluccios, Unit FS1A, Union Square, Guild Street,
Aberdeen

I accept the requirements set out in the report. ☐ Yes ☐ No* (Please tick)

*If you have ticked No, and wish to discuss timescales to complete the required actions, please detail the items below and I will contact you.

If there are other aspects of the report that you would like to discuss, please do not hesitate to contact me, or my line manager [REDACTED].

I feel that the compliance timescales for the following items are too short and wish to propose alternative dates for completion.

Item No.	My proposed date for completion	Comments

Name Telephone no

Signature Date

* This reply only relates to **requirements** and not to recommendations



ABERDEEN
CITY COUNCIL

ENVIRONMENTAL HEALTH

Housing and Environment
Environmental Health Section
Aberdeen City Council
Business Hub 15
3rd Floor South
Marischal College
Broad Street
Aberdeen
AB10 1AB

Tel 01224 523800 Fax 01224 523887
E-mail Commercial@aberdeencity.gov.uk

VISIT REPORT

Name of Business Carluccio Date 25/02/15
Address Unit FS1A Union Square Time - Start _____ Finish _____
Postcode AB11 5RG Proprietor _____

During a visit made today at the above premises in terms of the:-

Regulation EC 852/2004, The Food Hygiene (Scotland) Regulations 2006
the following items were discussed/found to require particular attention. Should you wish to discuss any point listed below or require further advice, please contact:-

_____ on [01224] 52. _____

I visited your premises at the above address in order to carry out a food hygiene and food standards inspection in respect of the above legislation

I was very pleased with the standard of food safety and hygiene at the time of my visit and am happy to note that no contraventions were noted.

You have good procedures in place and the Head Chef is very knowledgeable in the food safety systems and practices which were demonstrated at the time of inspection

Logged
13/3/15

A Pass certificate will follow.

You should realise that the duty to ensure compliance with the legislation lies with the person having control of the business. The Inspection Report is intended to highlight general areas of concern rather than be an exhaustive list of contraventions.

N.B. If you are not the person having control of the premises, please ensure that this report is conveyed to the appropriate person as soon as possible.

Signature
of Recipient _____

Name and Title
[Block Letters] _____

Signature
of Inspector _____

Designation EMO